

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**December 15, 1999**

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**Meeting Agenda**

- **Review meeting agenda & action items (Griffin)**
  - Bill Vallario will be leading a study team on the feasibility of placing excess 200Mhz machines in the homes of SC HQS personnel.
- **Discuss IM Policies (Green)**
  - Policy review continued from last meeting
  - Policy #5 Hardware Peripherals (Printers, Fax Machines, Scanners) Continued
    - Question – Can we get Video Tele-Conferencing (VTC) at the desktop?  
Answer – No, VTC is an ISDN based system. Due to the excessive installation and equipment cost of placing VTC with each user the current VTC conference rooms are the only supported resource. As possible solutions, scheduling of the VTC conference rooms for VTC will take priority over all other meetings and the use of a mobile VTC on wheels approach with select rooms being ISDN wired.
    - Question – Can we use the Network for VTC?  
Answer – No, Although our current Network is very robust, VTC requires large amounts of network resources which decrease overall Network performance. This causes a delay in voice and video transmission. There will also be degradation in security by creating several by directional opening in the Firewall.
    - Question – Can do we get a LCD projector and how do we do it?  
Answer – Yes, there are currently projectors available for SC HQS personnel. They can be scheduled / signed out by contacting the Support Center at 3-5313.
    - Question – Can we get a CD created or copied?  
Answer – Yes, through the Support Center.
  - Policy #6 Commercial Off The Shelf Software (COTS)
    - Question – Why are we retiring software which is working and doing the job?  
Answer – Many times the software is older technology and operating in an environment that causes poor system / network performance and is not part of the Architecture direction.

**Meeting Attendees**

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Ted	Griffin – Exec. Sec	SC-621	3-4602
Steve	Buswell	SC-7	3-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Steve	Eckstrand	SC-55	3-5546
Marvin	Stodolsky	SC-72	3-4475
Sharon	Betson	SC-73	3-3213
Bobbi	Parra	SC-74	3-3316

Emily	Knouse	SC-622	3-1577
Jeanne	Beall	SC-621	3-4587
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Pat	Rice	SC-621	3-4556
Linda	Vargas	SC-621	3-5313
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

### **Action Items**

- Action: (Green)
  - 1) Develop a Firewall user education guide explaining why, what and how it works.
  - 2) Provide an updated software list that makes up the Standard Image.
  - 3) Explain the Process of hardware and software retirement.

### **Proposed 12/15/99 Meeting Agenda**

- Review agenda and action items (Griffin)
- Review IM policies Cont. (Green/Group)
- Discuss 12/22/99 agenda

### **Proposed 12/22/99 Meeting Agenda**

- Cancelled

### **12/29/99 Meeting Agenda**

- Cancelled

### **01/05/00 Meeting Agenda**

- Review IM policies Cont. (Green/Group)
- Discuss Information Resources Catalog update plan (Griffin/Group)

### **01/12/00 Meeting Agenda**

- Discuss Standard Desktop rollout plans (Green/Group)
- Discuss Office 2000 rollout plan (Green/Group)